

Quantock Medical Centre

Patient Participation Group Newsletter

Welcome to your Summer Newsletter!

As you will remember reading earlier in the year, the patient group is now meeting several times a year at The Church Centre. This allows patients to just 'drop in' and join any of our meetings without becoming members of the group. Dates for these meetings will be on the PPG notice-board in the surgery, and the Quantock Messenger.

This venue has proved to be very good as all members agree, but we are still not attracting other patients to our meetings, you don't have to join the group to come along for a coffee and talk to the members about your Health Centre. We really want to hear your views on anything; from what is happening in the NHS nationally, to your thoughts and ideas for our own Medical Centre. If you do not wish to come along to a meeting please feel free to pop a note in the suggestion box at the Medical Centre on any issues you would like the group to raise on your behalf. This arrangement, of course, is not for individual complaints; these should go to Helen Stacey, the Practice Manager.

We are still endeavouring to make the Patient Participation Group newsletter more interesting to read, either in the Surgery or at home. Whilst it is important to include 'advice' features for the benefit of our patients, we realise that you may want other items to read. We try to link these to 'health awareness' in some way, so whilst our poems are sometimes amusing or thought provoking in other ways there is usually a aim to promote well-being - even if it's only to make us laugh!

This time we have a more thought provoking poem that says 'Life' may not always be perfect, sometimes there can be sadness or pain, but even the simplest of tasks can help you regain at least some positives into your day. We also have a brilliant summer recipe for you, that I am told is 'low-fat, good fat', but regardless of the calorie count, it sounds tasty and will certainly be tried at our house.

If there are any other suggestions for inclusion in the next newsletter please drop a note into the suggestion box.

Best Wishes, Jill Geisow - PPG Chair.

NETHER STOWEY
SUMMER 2013



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SURGERY OPENING HOURS

8am—6.30pm (Phone line)

8am—6 pm Doors open

Surgery number: 01278 732696

Out of hours : 111

TELL US ABOUT CHANGES!

If you change your name, address or other details please let our receptionists know by calling: 01278 732696, writing or emailing us at: quantock.mc@quantockmc.nhs.uk

We would appreciate it if we could be notified where patients have sadly passed away, as again on occasions this information could take some time to be given to the practice. If patients have not yet given next-of-kin details to the surgery, or need to change this, please let us know.



PRESCRIPTION REQUESTS

Please help spread our Dispensary workload throughout the week. To request your repeat prescription you can:

- Drop off your request to the Dispensary Box, or over the counter, these are collected twice a day, doors to the surgery are open from 8am to 6pm Monday to Friday, Saturday 8.30am till 10am.
- Call dispensary: on **01278 733385** Monday 9.00am-10.00am and 3pm — 5pm Tuesday — Friday between 9am — 10.30am and 3pm — 5pm
- Email dispensary: **Quantock.mc@quantockmc.nhs.uk**

To collect your Prescription:

Visit the Dispensary: Monday to Friday from: 9.00am until 11.30am and 3.00pm until 6.00pm

Reception: Saturday 8.30am — 10am (For collection only)

Congratulations to Helen and Mark!

Congratulations to Helen, our Practice Manager and husband Mark who married at the end of May. We send them our very best wishes for a happy future together. From now on any correspondence to Helen should be addressed to Helen Stacey, — So our Practice Manager has not changed, its just her name that has changed! Email address now Helen.stacey@quantockmc.nhs.uk

Locum Doctors during your own GP annual leave.

We have a regular Doctor at the surgery covering for any holidays over the summer period: Dr Hans-Hermann Benischke; he is a regular doctor at the practice and knows our routines. Please do book I with him if your Doctor is away.

Busy Mondays in Dispensary

Please do try to request repeat prescriptions on other days of the week rather than a Monday as these can be very busy and the repeat phone line is only on for an hour in the morning!

Feelings

Give me your sadness and *pain*,
And I will be alongside
it with you, Although I
cannot do it for you,
I actively listen, and know your name,

Find a path that is right for you'
Where you permit hurt and suffering to be released,
Raise your head and feel self-esteem, you will receive many blessings, Beyond the ache even in your dreams.

Friend, - your shoes can only be filled
by you, Let no-one say they know how
you feel,
That is their agenda,
It does nothing to help you heal

Dig deep, and do your daily routine,
In doing the mundane simple things,
It can enable a heaviness to lift and
brings, With time its own reward-
ing's.

Surrender to your inner-self, of which no material wealth,
Can ever hope to heal,
Will take you to a growing place,
Not broken, but loving, and in a state of grace.

Kate Hope

This Recipe is delicious - try it !

SPICED BERRY LOAF

Makes 1 loaf

This loaf is joy to behold and to eat. There is a thick layer of purple or red berries sandwiched between an orange flecked crumbly cake. Because it is crumbly, you must wait until it is completely cold before cutting. Once cold serve in thick slices – either with a cup of tea, or with some orange mascarpone for dessert. For the orange mascarpone, simply beat some freshly squeezed orange juice and the zest of an orange into a bowl of thick creamy mascarpone.

Note: *The berries that work best are blackcurrants, blueberries, blackberries, raspberries or fresh pitted cherries. If you are using frozen fruit make sure they are extremely well drained, otherwise you will have a soggy cake.*

Ingredients

227g/8oz self-raising flour, ½ teaspoon ground cinnamon, ½ teaspoon ground ginger, 57g/2oz semolina, 113g/4oz caster sugar, the grated zest of 1 small orange, 1 egg, 57g/4oz low fat cream cheese (not the lowest fat type), 114ml/4fl oz sunflower oil, 1 tablespoon freshly squeezed orange juice, 284g/10oz berries.

Method

Pre heat the oven to 180 deg C. Sift the flour and spices into a bowl, and then stir in the semolina, sugar and orange zest.

Whisk together the egg, cheese, oil and juice in a separate bowl until they are well combined.

Stir the egg mixture into the dry ingredients. The mixture will be fairly stiff.

Grease a 1lb loaf tin and line the base with a lightly greased piece of silicone or greaseproof paper. Spoon about two thirds of the mixture into the loaf tin.

Use the back of a spoon, to press the mixture down.

Place the berries on the top making sure they do not touch the sides of the tin.

Sprinkle the remaining mixture over the top and pat down gently with your hand, taking care not to bruise the berries and release a blue/red flood.

Bake in the oven for about 40 minutes or until golden brown and cooked through.

Remove to a wire rack and allow to become completely cold before turning out.

Diane Faris



QUANTOCK MEDICAL CENTRE

FLU VACCINATIONS AVAILABLE FROM OCTOBER 2013,

Please look out for Clinic dates and book your appointment if you are a Carer or a patient over the age of 65 years. All Pregnant Women, Any patients with Chronic Respiratory Disease Asthma or COPD, Chronic Heart Disease, Chronic Liver Disease, Chronic Neurological Disease including Stroke, TIA, polio sufferers. Patients with Diabetes, Patients who may have poor immune systems due to their condition or treatment they are receiving. Patients in long stay or residential homes.

HOW AND WHEN TO USE NHS SERVICES AVAILABLE TO YOU

To ensure that all patients are treated as quickly as possible and that NHS resources are used wisely, when you need healthcare consider your options first:

What to do if I need a GP when my surgery is closed?

In Somerset an out-of-hours service provides GP access for medical care needed before your GP surgery is next open on **111**.

The service is not intended to provide routine care that can be accessed during normal surgery hours. It is available from 6.30pm—8.00am, weekends and bank holidays. If you need some advice but your problem is not serious you can also call

NHS Direct on 0845 46 47 or log onto **www.nhsdirect.nhs.uk** to access their symptom checker

Dental Emergency?

Telephone: **0300 123 7691**

Email: **dentis4u@somerset.nhs.uk**

The Dental Helpline may be able to help if you require immediate attention in order to minimise the risk of serious medical complications or prevent long-term dental complications for example:

- Uncontrollable bleeding following extraction
- Rapidly increasing swelling around the throat or eye
- Trauma to the teeth or jaw
- Severe dental or facial pain not controlled by over-the-counter preparations
- Significant dental and soft tissue acute infection.

When should I visit A & E?

A & E services are for genuine emergencies and severe trauma. You should only visit A & E or call 999 for life-threatening emergencies such as: loss of consciousness, acute confused state and fits that will not stop, persistent severe chest pain, breathing difficulties, severe bleeding that can or cannot be stopped.

If you use A & E for illnesses that are not severe you may have to wait a long time to be treated and you will be taking doctors and nurses away from more urgent cases.

What if I have an Injury that is not serious but does need treating?

For a **Minor Injury** that is not serious but does need treatment, go to your local Minor Injury Unit. at Bridgwater Hospital open 8am-11pm 7 days a week., or Musgrove Hospital Taunton. Examples are shown below:

- Injuries to limbs broken bones, sprains, bruises, wounds bites (human, animal or insect)
- Abscesses, and wound infections
- Foreign bodies in the eye, nose or ear
- Sore throats and ear pain
- Emergency Contraception
- Asthma Attacks

Minor Injury Services should not be used for repeat prescriptions!

Free NHS Service for all patients with a new eye problem



Red eye? Double vision? Painful eyes? Recent reduction in vision?

ACES The acute Community Eyecare Services is a free eye service for people registered with Somerset GP Practices. Local Optometrists Practices offering the service in Bridgwater are East Quay Vision contact them direct for an appointment on: **01278 440440**

NHS Stop Smoking Service at the Quantock Medical Centre



We have 4 trained nurses at the Quantock Medical Centre able to help you through your decision to stop smoking.

Your first appointment will be 30 minutes.

Please contact reception and ask for an appointment with our Practice Nurse when you are ready on **01278 732696**. Alternatively contact the Somerset NHS Stop Smoking Service on: **0844 568 9840**.

www.somersetstopsmoking.nhs.uk, text **MYQUIT** to **80010**

